



Amendment filed with RCE
Ser. No. 09/727,567 filed November 30, 2000, Karen Ann Bradley, et al.
Examiner: Kenny S. Lin, GAU 2154
Docket No. 50325-0504

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

) Group Art Unit: 2154
)
Karen Ann Bradley, et al.) Examiner: Kenny S. Lin
)
Application No. 09/727,567) Confirmation No.: 6744
)
Filed: November 30, 2000)
)

For: TIME-BASED MONITORING OF SERVICE LEVEL AGREEMENTS

Mail Stop RCE
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

**AMENDMENT AND REMARKS ACCOMPANYING FILING OF REQUEST FOR
CONTINUED EXAMINATION (RCE)**

Sir:

These amendments and remarks are filed in reply to the Final Office Action mailed August 16, 2004. Applicants respectfully request reconsideration of the application in light of the amendments and remarks herein, which are presented to place the application in condition for allowance.

Amendment to the Claims are reflected in the Listing of Claims that begins on page 2 of this paper.

Remarks/Arguments begin on page 9 of this paper.